

## Student Complaints Log 08'

8-1-07	08-S001	Apollo College	T.S.	Lack of quality instruction	9-27-07 Closed No violations found
8-5-07	08-S002	Fluer De Lis Institute	R.D.	Failure to refund tuition	9-28-07 Refund made 5-22-08 Part of hearing. License denied
8-5-07	08-S003	The Bryman School	B.L.	Externship	12-11-07 Closed No violations found
8-6-07	08-S004	Apollo College	T.S.	Non-compliance w/ published policies	9-27-07 Closed No violations found
8-7-07	08-S005	Pima Medical Institute	M.S.	Wrongful termination	12-11-07 Closed No violations found
8-7-07	08-S006	Phoenix School of Law	A.H.	Graduate Policy changed	9-27-07 Closed No violations Found
8-20-07	08-S007	Fluer De Lis Institute	A.B.	Refund Due	9-28-07 Refund made Part of 5-22-08 license denial hearing
8-20-07	08-S008	Fluer De Lis Institute	D.F.	Refund Due	9-28-07 Refund made Part of 5-22-08 license denial hearing
8-20-07	08-S009	Phoenix School of Law	D.M.	Failure to comply w/ published policy	9-27-07 Closed No violations found
8-9-07	08-S010	Prescott College	M. C.	Refund issue	12-11-07 Closed Refund was made
11-6-07	08-S011	Axia College	Y.C.	Financial Aid	OPEN, Waiting for additional info from complainant. Dismissed 8-28-08 No violations
11-6-07	08-S012	GCU	F.T.	Scholarship Issues	3-27-08 Closed No violations found
2-20-08	08-S013	Axia College	S.A.	No jurisdiction and Refund amount	Moved to Inquiry
2-22-08	08-S014	S.W.C.N.	Z.N.	Institutional/Class Structure	Moved to Inquiry
11-6-07	08-S015	GCU	L.C.	Refund calculation	3-27-08 Closed No violations (school reduced amount)
2-20-08	08-S016	Collins College	J.B.	Grad. w/A.A. wanted to continue w/ B.S. School denied him.	OPEN Dismissed 8-28-08 No Violations
2-15-08	08-S017	Walden University	J.S.	Instructional Concerns	Moved to Inquiry Lack of jurisdiction after review.
11-8-07	08-S018	University of Phx.	M.G.	Grade and Grade dispute	1-24-08 Closed No jurisdiction

11-15-07	08-S019	GCU	S.L.	Grievance and Refund Policy	3-27-08 Closed No violations found School waived fee's
2-5-08	08-S020	Anthem College Online	D.N.	Program & instruction problems	2-5-08 opened Dismissed 8-28-08 No Violations
6-2-08	08-S021	The Bryman School	J.B.	Externship issues, wants refund	6-2-08 Opened Board reviewed 8-28-08 Issued letter of concern.
6-4-08	08-S022	Argosy University	A.A.	Failure to comply w/ ADA requirements. Sent letter to school.	6-4-08 Opened Dismissed 8-28-08 No Violations Board issued letter of concern.
6-4-08	08-S023	Anthem Online	P.W.	Dissatisfied w. program, wants full refund.	6-4-08 Opened Dismissed 8-28-08 No Violations Board issued letter of concern.
6-4-08	08-S024	Fluer De Lis Institute	N.C.	Failed to comply with refund policy, failure to make refund.	6-4-08 Opened. Part of 5-22-08 Board Order to close school
2-5-08	08-S021-A	Apollo College	C.L.	Faculty experience and functioning equipment	2-5-08 Opened CC issued letter of concern – Fac/Equip. Closed 10-15-08
2-5-08	08-S022-B	Apollo College	S.L.	Faculty experience and functioning equipment	2-5-08 Opened CC issued letter of concern – Fac/Equip. Closed 10-15-08
2-5-08	08-S023-C	Apollo College	K.J.	Faculty experience and functioning equipment	2-5-08 Opened CC issued letter of concern – Fac/Equip. Closed 10-15-08
2-5-08	08-S024-D	Apollo College	D.R.	Faculty experience and functioning equipment	2-5-08 Opened CC issued letter of concern – Fac/Equip. Closed 10-15-08

## Student Complaints Log 09'

7-22-08	09-S101	Collins College	J.B.	Student signed up for animation program and placed in dif. Program Wants a refund	C.C. forwarded to full Board for review. Closed w/ no violations 1-29-09
8-15-08	09-S102	University of Phoenix	J.O.	Teacher Certification	C.C. forwarded to full Board for review. Closed w/no Violations 4-20-09
8-18-08	09-S103	Anthem Online	H.M.	Refund due to on-line failures w/ school.	C.C. closed complaint with no violations 12-9-08
8-15-08	09-S104	Anthem Online	C.E.	Refund – Over charged	C.C. closed complaint with no violations 3-26-08
8-15-08	09-S105	SWCNM	E.A.	Published policy - GPA under 2.5	Closed 12-9-08 with 1 violations of the Refund policy. Consent agreement \$1000.00 Civil Pen.
8-19-08	09-S106	National Laser Institute	R.K.	Unable to get a job	waiting for Complainant to complete G.P. No violations found. Closed 3-26-09
8-25-08	09-S107	The Bryman School	M.J.	LOA/ Externship	CC closed with no violations 12-9-08
9-8-08	09-S108	Anthem Online	R.T.	Failure to comply w/published policy	C.C. forwarded to full Board for review. Board issued a letter of Concern 3-26-09
9-8-08	09-S109	U of Phx. Online	D.W.	F/A problems	CC found no violations closed 12-09-08 "Appeal to Board" Closed w/ no violations 1-29-09
9-11-08	09-S110	Prescott College	S.S.	School did not disclose the material in education would not qualify teaching credentials	CC. found no violations, issued letter of concern 12-9-08
11-4-08	09-S111	SWCNM	D.P.	Expulsion	CC. found no violations. Closed 12-9-08
1-9-09	09-S112	Universal Technical Institute MMI	E.B.	Teacher Classroom Issues	Board found no violations. Closed 3-26-09

2-1-09	09-S113	The Providence Institute	C.B.	Wrongful Termination	CC, requested more info. 3-26-09 Forwarded to Aug. Board meeting. 8-27-09 Issued LOC re: 32-3051(14) and refunded 1775.00 12-21-09 After discussion Board found that the student lacks the standing to appeal therefore the Board lacks jurisdiction to consider appeal. 12-21-09
2-2-09	09-S114	University of Phoenix	T.L.	Refund – computer issues	
2-3-09	09-S115	University of Phoenix	C.F.	ADA Policy Issues	
2-11-09	09-S116	Anthem Online	C.C.	Lack of Quality Instruction, student did not complete G.P. sent letter to student & school 4-15-09	Forwarded to Aug. Board meeting. 6-25-09 Cited Violation, Consent agreement and Order
4-20-09	09-S117	Scottsdale Culinary Inst.	D.M.	Terminated w/out following printed policy	Opened. No Violations Found. Closed, 6-25-09
5-5-09	09-S118	Grand Canyon University	A.S.H.	Refund issue	1 Violation; 32-305 1 (14); Issue a letter of concern 9-24-09.
5-21-09	09-S119	Grand Canyon University	R.S.	Refund, Scholarship.	Postponed until December 09 Meet. More information needed. 9-24-09 New info submitted – Board found no Violations. Complaint dismissed 12-21-09
5-22-09	09-S120	Grand Canyon University	N.C.	Refund, Scholarship	Dismissed w/ no violations. 9-24-09
6-22-09	09-S121	Collins College	G.P.	Failure to comply with cat. Failure to comply with Pre- rec's	Dismissed w/ no violations. 9-24-09 Student Appealing. After discussion Board found that the student lacks the standing to appeal therefore the Board lacks jurisdiction to consider appeal. 12-21-09
6-10-09	09-S122	CSI	T.S.	Externship	Recommend that the

					Board finds 1 violation; 32-305 1 (10); and return the money. 9-24-09 * Combined with 12/09 hearing. 12-21-09 Combined hearing of License denial and complaint. Findings: Multiple Violations.
6-3-09	09-S123	Kaplan University	A.A.W.	Enrollment process	
6-14-09	09-S124	HiTech/ Anthem	I.K.II	Inquiry # 09-I41 Accreditation concerns	Dismissed w. no violations. 9-24-09
6-15-09	09-S125	University of Phoenix	J.T.	Previously an inquiry Refund	Postponed until December 09 Meet. More information needed. 9-24-09 New info submitted, Board found no violations, Complaint Dismissed 12-21-09

## Student Complaints Log 10'

7-21-09	10-S101	The Refrigeration School	J.B.	Lack of quality instruction	Dismissed w/no violations 9-24-09

JB.